

Stabilizing Payments Hub for a Top 25 Global Bank

An urgent technical action plan for fixing payment hub latency

DIGITAL PAYMENTS

ENGINEERING

ENTERPRISE PAYMENTS

PAYMENTS ARCHITECTURE

PAYMENTS HUB

INTRODUCTION

A top 25 global bank’s customers were experiencing delays and service outages when trying to send payments. This hub was a great addition to the bank’s payment infrastructure, as all payments would migrate to eventually go through one central place. However, the payments hub started having latency issues during peak usage time. Addressing these performance issues and mitigating future occurrences were critical.

CHALLENGE

The latency issues made the global bank unable to provide a consistent service and experience to their banking customers. With this level of urgency, we needed to visit onsite for a technical deep dive to better understand the product, its architecture, and how it was built.

The challenges for this particular project included:

- Time constraints in remedying service problems
- Identifying root cause to develop a target state architecture
- Remain within guardrails for intended project

We had the unique challenge of diving extremely deep into the infrastructure to document complex technical concepts and deliver concrete recommendations to the global bank.

APPROACH

Level’s mission was to quickly identify and document the root cause for the latency and outages and to outline how to resolve them. In order to do this, we wanted to facilitate working sessions with key stakeholders and technical SMEs to better understand the current operational issues.

These multi-day sessions included several internal technology leaders and architects to:

- Do an in-depth examination of internal architecture, environments, and processes
- Validate recommendations for fit and plausibility
- Develop a plan that identified both immediate steps and future opportunities



Working in tandem with the bank, our experts took a deep dive into highly matrixed and complex environments to better understand needs, problems, challenges, teams, and responsibilities to uncover true root causes.

Greg Lloyd, Client Solutions Principal, Level



RESULTS

The team was able to identify a mix of immediate and long-term opportunities, both helping the client resolve the immediate performance issues and laying a path to bolster the platform for long-term growth and supporting their global platform.

TEAM SIZE

x 7-10

TIMELINE

7 weeks

The client was able to:



Remedy latency issues and stabilized the platform quickly



Implement a long-term plan for modernizing this payment infrastructure



Share feedback with third-party vendor to make technical and process changes

Visit us to learn more about Digital Payments.

www.level.io